PATIENT ACCESS WEBSITE - PATIENT USER GUIDE

PLEASE DO <u>NOT</u> MAKE AN APPOINTMENT TO ENQUIRE ABOUT THIS SERVICE - ASK OR TELEPHONE RECEPTION
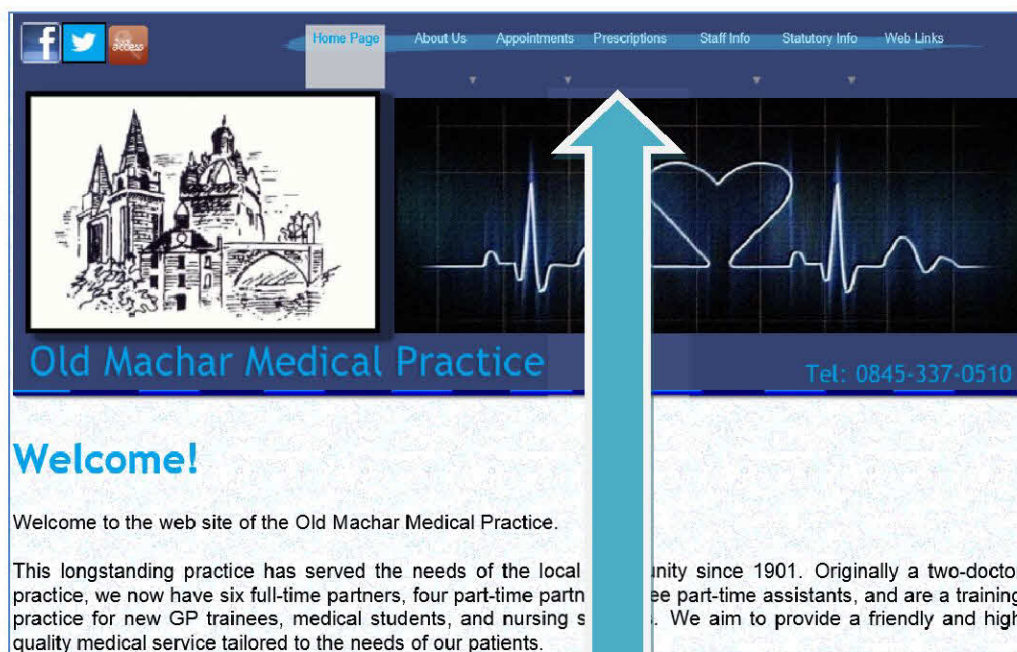
1. To create a Patient Access Account

To open a Patient Access Account you first need to contact the Surgery and ask them to register you. In order to register you will need to complete an application form and provide suitable PHOTOGRAPHIC IDENTIFICATION. You will receive a registration from the practice giving you the information you need to complete the registration screen. This registration form will contain a PIN, your practice number, your individual access ID, and your NHS Number such as the example below.

Screen 1	
PIN	654789
Practice Number	1234
Access ID	9876
NHS Number	1234567899
Screen 2	
First Name	John
Last Name	Smith
Enter the other information yourself. Remember your password and security information, but do not write them down in identifiable form.	

You now need to access a PC and log on to the Internet.
Into the Internet address bar type http://www.oldmachar.co.uk and the following screen will appear:

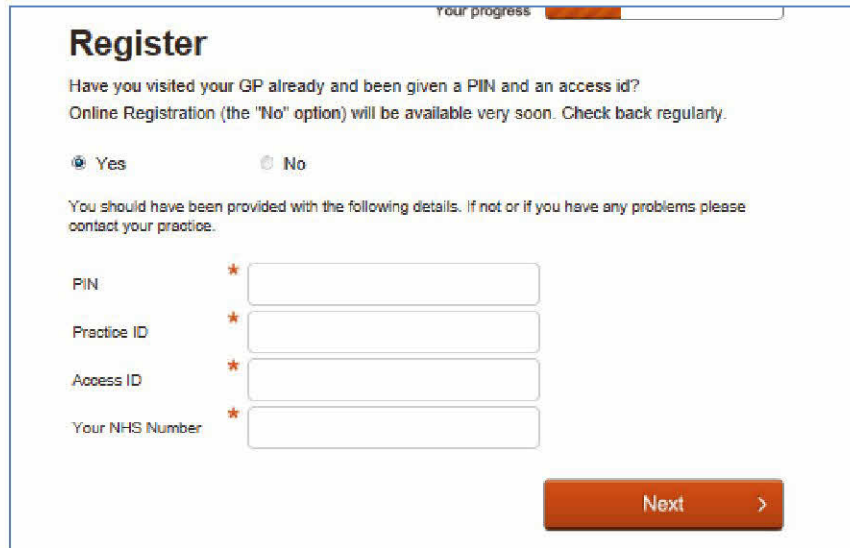Click on the link in the top menu bar, either **'Appointments'** or **'Prescriptions".**

The next screen gives you the Patient Access login button and links to helpful information about Patient Access. Click once on the link to, '**Patient Access'.**
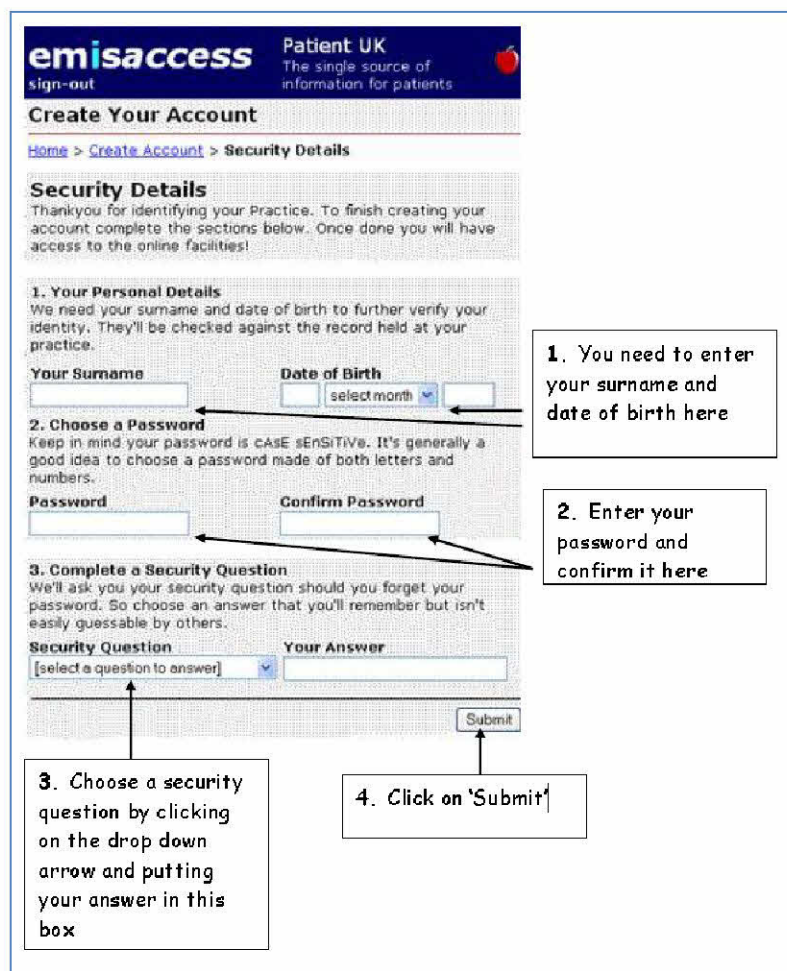

You are now presented with the 'Patient Access Sign In/Register' screen.

Click on the "Register" button. It is of the utmost importance that only genuine patients are granted internet access; Therefore you **must** have your Registration Letter from the practice giving you the information needed to continue. Also it is vital that you enter the information EXACTLY as printed on the registration form.

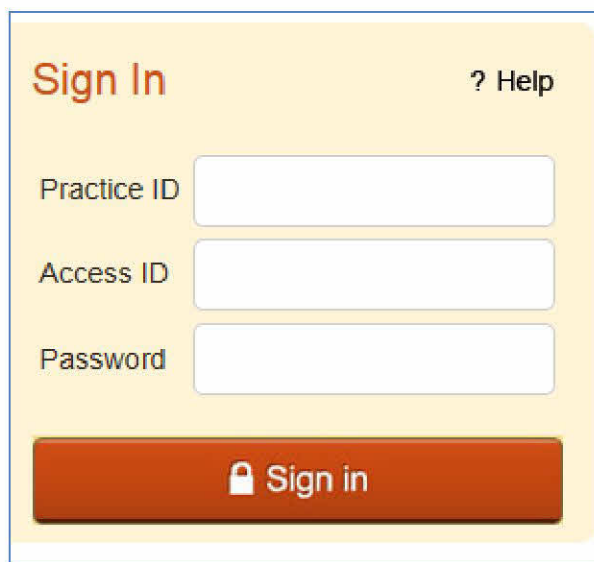The next screen you see will take you through your security details

The next screen you see will tell you that your 'sign up' was successful.

As an 'Existing User' you can now sign in as below.

2. Signing In to Patient Access

To sign in to Patient Access either progress to the Patient Access "Sign In/Register" screen as is shown above, or you can enter the direct web address into your web browser (https://patient.emisaccess.co.uk/).
As an existing user you can now sign in by completing the fields below.

3. Booking an appointment with Patient Access

As indicated on your Home Page, you simply click once on **'Book a New Appointment'**

and you are presented with a choice of the next available appointments:

Book an Appointment

To make a booking, please click on the time of your choice.

Need help booking an appointment?

Too much information?
Use the choices on the right to find the person or place you want.
Pick a person: [All ▼] [View]
Pick a place: [All ▼]

Thursday 30th August 2012

Dr C O'Connor
(Trainee)
KING ST-CO-THURSDAY
King Street Surgery
`09:50`
`10:30`

Dr L Leong
(Assistant)
KING ST-LL-THURSDAY
King Street Surgery
`09:50`

Friday 31st August 2012

Dr G Howden
(Registrar)
KING ST-GH-FRIDAY
King Street Surgery
`14:45`
`15:00`

Dr L Leong
(Assistant)
JESMOND-LL-FRIDAY
Jesmond Surgery
`09:30`
`09:50`
`10:00`
`10:10`

Monday 3rd September 2012

Dr C O'Connor
(Trainee)
KING ST-CO-MONDAY
King Street Surgery
`09:30`
`09:50`
`10:10`

Dr G Howden
(Registrar)
KING ST-GH-MONDAY
King Street Surgery
`09:45`
`10:00`

Dr G Howden
(Registrar)
JESMOND-GH-MONDAY-VIDEO
Jesmond Surgery
`14:20`
`14:40`
`15:00`
`15:40`

Dr G Sim
(Principal)
JESMOND-GS-MONDAY
Jesmond Surgery
`09:00`
`09:10`

Dr R J G Stewart
(Principal)
JESMOND-RJS-MONDAY
Jesmond Surgery
`09:40`
`09:50`
`10:10`

Once you have decided which appointment time is most convenient for you, you click once on that time. **PLEASE NOTE TO CHECK THE SITE OF THE SURGERY YOU ARE BOOKING – CLEARLY MARKED KING STREET OR JESMOND SURGERY**

You will next be asked to confirm your booking, you can see that the name, date and time of your requested appointment is shown quite clearly. You also have the option here to change the appointment and also to enter the reason for your visit.

Confirm your booking

You've requested an appointment with Dr D Cooper at 09:40 on Thursday 13th September 20[ ] at Jesmond Surgery.
To confirm the booking, please click the "Book" button below

Enter your reason for the appointment (optional), maximum 36 characters. [write your information in here]

[Book]

Alternatively, you can still choose a different appointment

.. cancel the appointment booking altogether

If you are happy to proceed, click on 'Book'

The next screen confirms your booking and gives you the option to print the confirmation:

Appointment Booked

Your appointment has been made!

You've successfully booked your appointment with Dr D Cooper at 09:40 on Thursday 13th September 2012 at Jesmond Surgery. We look forward to seeing you!

If you cannot attend your appointment please let us know as soon as possible. You can cancel by telephone or here at the website.

Thank you for using our website!

Print Confirmation

Go to homepage

When you return to the 'Home' page of your account (click on **Go To Homepage**) your appointment is displayed as below:

Appointments

Date	Time	Clinician	Location	Action
You have booked all your online appointments. Contact your practice to book more				
13 Sep 2012	09:40	Dr D Cooper	Jesmond Surgery	Print Cancel

4. Cancelling an appointment with Patient Access

As indicated on your Home Page, you simply click once on **'Cancel'** adjacent to the appointment you wish to cancel.

A confirmation dialogue box is shown.

Cancel an Appointment

Are you sure you want to cancel your appointment with:

Clinician: Dr D Cooper
Date: Thursday 13th September 2012
Time: 09:40
Place: Jesmond Surgery

Cancel Don't cancel

Click on '**Cancel**' and a final cancellation dialogue box is displayed.

Cancellation Confirmation

You've cancelled your appointment with:
Clinician: Dr D Cooper
Date: 13 Sep 2012
Time: 09:40
Place: Jesmond Surgery

By telling us you can't make it we can offer the booking to another patient - thank you!

View your appointments Book a new appointment

5. Ordering Repeat Prescriptions with Patient Access

As indicated on your Home Page, you simply click once on **'Make a request'**

The next screen will give you the choice of all of your medications that are currently on active repeat prescription. There are also links for further information as marked by the "i" icon.

To request any repeat prescription item simply click the box to the left of that item and click SUBMIT. **Please remember to put either King Street or Jesmond Surgery in the comment box** to aid our reception staff as instructed.

A confirmation dialogue box is shown.

Here are the details of your request:

You are about to request the medication(s) below. Click confirm to send the request.

▸ **Co-Dydramol Tablets** - 100 tablet(s) - 2 FOUR TIMES A DAY AS REQUIRED - PAINKILLER
Co-Dydramol 10/500 Tablets
Comment:

[Confirm] [Change the request] [Cancel the request]

Click on '**Confirm**' and a final confirmation dialogue box is displayed.

Prescription request confirmed

Your prescription request has been confirmed. Your Doctor will look at your request and update the status as below:

▸ Awaiting action/Requested - waiting for the practice to process.
▸ Rejected - contact your practice for the reason.
▸ Cancelled - contact your practice for the reason.
▸ Accepted/Issued - the request has been approved. Please allow up to 2 working days before collection. Check with your surgery for specific collection times

Please check back online for updates on the status on your prescription request.

The status of your request can be checked online.

5. Log Off Patient Access

If you have finished your business with your Patient Access account, don't forget to 'Log Off'. This is done by clicking on 'Logout', located above the 'patient access' logo in the top left hand corner of the screen.

Home   Sign out

Patient access